Public Involvement Plan

Metropolitan Planning Organization for the Miami Urbanized Area

Your Voice in Your Transportation

MIAMI-DADE MPO Metropolitan Planning Organization

ACKNOWLEDGEMENTS

This document was compiled utilizing previous studies performed by outside vendors contracted by the MPO, collaborative work and efforts from other departments such as Miami-Dade Transit, cooperative assistance from the MPO staff, as well as a careful review of the MPO Prospectus and other relevant documents, websites, and federal, state and local regulations. It is hoped that this document will serve as basis from which the MPO can draw when designing a proactive public involvement program.

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I. INTRODUCTION

Public Involvement (PI) is an integral process that tries to involve all persons in a community, regardless of race, income, or status, being affected positively or negatively by a future transportation project. This document begins with a brief history pertaining to the foundation of Metropolitan Planning Organizations (MPOs) and then describes the creation and organizational structure of the Metropolitan Planning Organization for the Miami urbanized area in Miami-Dade County. The legal basis for the necessity of PI in state and national organizations is discussed, followed by the implementation of PI strategies. This section explains useful key elements for creating a successful public involvement plan and the application of PI in the MPO's general outreach strategies, studies, and required major planning documents. This document concludes with the evaluation methodology section, an explanation of PI processes and evaluations for the major planning documents, and studies conducted by the MPO. The Public Involvement Plan (PIP) is a working document that will serve as a guide for the selection and application of PI tools and strategies in all Miami-Dade MPO studies and required documents. Appendix A provides useful acronyms that will help the reader better understand the material.

History

Organizations similar to the modern MPO have existed since the 1950's. These MPO predecessors have served to prepare special urban transportation studies under the auspices of the state highway agencies. In the 1950's, as a response to the explosive growth of suburbs, the federal government expanded requirements for regional planning and prompted the formation of a variety of new intergovernmental bodies, including Councils of Government, in major urban areas. The Federal Highway Act of 1962 created the federal requirement for urban transportation planning, (largely in response to the construction of the Interstate Highway System) and the planning of routes through and around urban areas. The Act required that transportation projects in urbanized areas with a population of 50,000 or more be based on a continuing, comprehensive, and cooperative urban planning process between the states and local governments.

The Bureau of Public Roads, which later became the Federal Highway Administration, required the creation of planning agencies or organizational arrangements that would be capable of carrying out the required planning process. This new requirement, along with the growing impulse of the highway program and the federal financing of planning processes, led to the development of MPOs. In metropolitan areas, MPOs are responsible for the transportation planning process in

cooperation with State Departments of Transportation and transit agencies. They serve as a forum to provide short and long-term plans addressing transportation-related concerns in the region (USDOT, Citizen's Guide).

Since the 1980's, a number of MPOs have been formed, most of which are stand-alone agencies or are housed within a city or county organization. This trend has encouraged local governments to cooperate in addressing transportation issues in the regional context.

The Metropolitan Planning Organization for the Miami Urbanized Area

For populations over 200,000, Florida Statutes 339.175 "encourage[s] and promote[s] the safe and efficient management, operation and development of the surface transportation system", and therefore, designates MPOs as Transportation Management Areas which have to be certified every three years.

In 1977, Miami-Dade County's MPO was created under the authority of Chapter 163 of the Florida Statutes, as a mechanism to conduct a continuing, cooperative, comprehensive and coordinated (4-C) planning process for the transportation needs of the Miami urbanized area. The MPO is composed of an MPO Secretariat, structured with a professional staff providing technical and administrative support to the office, and the MPO Governing Board (MPO Board) holding twenty-two (22) voting members. In addition, there are five advisory committees that directly report to the MPO Board to ensure citizen participation is included in the transportation planning process. The following is a brief description of these committees. Detailed information can be found in the MPO's "Prospectus for Transportation Improvements".

Transportation Planning Council

This committee is responsible for the overall technical adequacy of the MPO planning program and advises the MPO Governing Board on proposed program actions. The Transportation Planning Council (TPC) relies on four standing sub-committees concerned with major products of the transportation planning program: Transportation Planning Technical Advisory Committee (TPTAC); Transportation Improvement Program (TIP); Unified Planning Work Program (UPWP); and Long Range Transportation Plan (LRTP).

Citizens' Transportation Advisory Committee

The Citizens' Transportation Advisory Committee (CTAC) is comprised of members from the general public who are appointed by their County Commissioner to represent the interest of the citizens that reside in his or her district. These individuals are chosen according to their place of

residence or because they possess a special interest in improving transportation in Miami-Dade County. This committee advises both the MPO Board and the Miami-Dade Board of County Commissioners (BCC) on all transportation related projects within Miami-Dade County.

Bicycle/Pedestrian Advisory Committee

The Bicycle/Pedestrian Advisory Committee (BPAC) participates in the planning process and advises the MPO on issues regarding bicycle and pedestrian modes of transportation. Citizens and professionals with an interest in walking and bicycling participate in the BPAC's meetings to review project plans and programs and discuss issues of relevance to non-motorized transportation users.

Transportation Aesthetic Review Committee

The Transportation Aesthetic Review Committee (TARC) advises the MPO Governing Board on the aesthetic and architectural aspects of projects. This group of concerned citizens reviews the aesthetic impact of bridges and other high visibility transportation projects on the community. The revision process is continuous; initiating at the beginning of a project until contracts are finalized.

Freight Technical Advisory Committee

This newly created committee will strive to promote and facilitate the movement of freights and goods throughout Miami-Dade County. The Freight Technical Advisory Committee (FTAC) will work with local, state and federal agencies to improve and maintain freight movement infrastructure that is crucial to the economy of South Florida.

Why is Public Involvement Necessary?

Transportation projects can greatly impact the economics and social structure of a society, which is why public participation is extremely important. There are many instances from the past when public involvement did not receive the attention it deserved in the transportation the planning process. In order to assure the equal treatment of individual neighborhoods and ensure environmental justice in transportation projects state and local transportation agencies have begun to utilize PI. Through PI, affected communities as well as transportation planners and decision-makers are made aware of the likely benefits and consequences of a project. In order to conduct successful public involvement outreach, the following regulations and programs have been incorporated into the PIP of the Miami-Dade County MPO:

Intermodal Surface Transportation Efficiency Act

The establishment of the Intermodal Surface Transportation Efficiency Act (ISTEA) in 1991 changed the role of PI in the field of transportation planning and programming. With the implementation of the ISTEA, transportation planning began to assume a performance measure

approach to PI. This ensures that PI commences in the initial phases of a project. Agencies now customize their PIP in response to local conditions, attitudes, and needs. When implementing PI in a project, program, or study the following ISTEA regulations must be adopted:

- *Inform and involve the citizens by giving them access to public records and the decision making process;*
- *Create a planning approach that is proactive and open to participation by all;*
- *Craft a process that not only encourages broad public participation, but also considers and responds to public input;*
- *Establish appropriate interagency consultation in air quality non-attainment areas;*
- *Leave ample opportunity for public comment when the final plan or TIP differs from the draft.*

The Transportation Equity Act for the 21st Century

The Transportation Equity Act for the 21st Century (TEA-21) enacted on June 9, 1998, outlines PI participation by mandating that "an annual listing of projects for which Federal funds have been obligated in the preceding year shall be published or otherwise made available by the MPO for public review. The listing shall be consistent with the categories identified in the transportation improvement program."

Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

On August 10, 2005, the President signed into law the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). With guaranteed funding for highways, highway safety, and public transportation totaling $244.1 billion, SAFETEA-LU represents the largest surface transportation investment in our Nation's history. The two landmark bills that brought surface transportation into the 21st century—the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21)—shaped the highway program to meet the Nation's changing transportation needs. SAFETEA-LU builds on this firm foundation, supplying the funds and refining the programmatic framework for investments needed to maintain and grow our vital transportation infrastructure. SAFETEA-LU addresses the many challenges facing our transportation system today – challenges such as improving safety, reducing traffic congestion, improving efficiency in freight movement, increasing intermodal connectivity, and protecting the environment – as well as laying the groundwork for addressing future challenges. SAFETEA-LU promotes more efficient and effective Federal surface transportation programs by focusing on transportation issues of national significance, while giving State and local transportation decision makers more flexibility for solving transportation problems in their communities.

The Federal Highway Regulations

Federal Highway regulations dictate that consulting with the public is a crucial way to identify public values and needs, gather information, and achieve consensus on transportation programs. Since the Federal Aid Highway Act of 1950 and the Federal Transit Laws were originally enacted in 1964, including public opinion in the development of transportation systems has become significantly important.

Title VI of the Civil Right Act, 42 – U.S.C. 2000

This act provides in section 601 that: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance."

Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations

This order was created in 1994 in response to the concerns raised in Title VI. It explains the Federal government's commitment to promote environmental justice, which means that everyone within the United States deserves equal protection under the country's laws. The order states "each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations." Three principles at the core of environmental justice are:

- *To avoid, minimize, or mitigate disproportionately high and adverse human health effects, including social and economic effects, on minority populations and low-income populations.*
- *To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.*
- *To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations* (USDOT, 2000).

Welfare-to-Work Program

This program clearly identifies transportation as a key barrier to those transitioning from welfare to work. Providing a variety of new or expanded transportation options for low-income workers, especially those who are receiving or who have recently received welfare benefits, will increase the likelihood that those workers will obtain and retain jobs.

Transportation Disadvantaged Program

This program ensures that opportunities for PI shall be provided for all persons, including those with disabilities, to participate in the transportation planning process. The Transportation Disadvantaged Local Coordinating Board (LCB) is recognized as an advisory body. The purpose of the LCB is to "identify local service needs and to provide information, advice, and direction to

the Community Transportation Coordinator on the coordination of services to be provided to the TD through the Florida Coordinated Transportation System."

National Environmental Policy Act of 1969

This law requires that any project receiving Federal funds or other Federal approvals (including transportation projects) undergo an analysis of potential impacts. It is under the NEPA umbrella that social, economic, and environmental impacts and concerns are addressed (US DOT, Citizen's Guide).

II. MIAMI-DADE COUNTY MPO PUBLIC INVOLVEMENT OFFICE

Mission, Goals, and Objectives

The overall mission for Miami-Dade County's MPO is "to plan transportation facilities and services that are integrated and efficient while providing effective community participation." The mission for the Public Involvement Office (PIO) is "to educate the community regarding transportation issues and opportunities." Public Involvement (PI) allows locals to share their expert opinion on community needs and issues. In addition, consensus regarding the development and implementation of a transportation project is easier to attain when residents are involved from the beginning of the planning process.

The main goal for Miami-Dade MPO's PIO is consistent with the emphasis established in TEA-21; and is as follows:

> *The Metropolitan Planning Organization for the Miami Urbanized Area shall develop and implement a proactive PI process which provides complete and easily understood information with timely public notice, full access to key decisions and processes, and supports an early and continuing involvement of the public in the development and implementation of transportation plans and programs that affect the citizens of the Miami-Dade Urbanized Area*.

To accomplish these goals, the following objectives have been established:

- *Achieve adequate support for transportation related plans by providing timely and reliable information to the public;*
- *Create a process tailored to local circumstances;*
- *Establish an adequate mechanism to evaluate the openness, fairness and responsiveness of the process;*
- *Solicit informed public input to effectively develop transportation plans and programs*

Policies

Intermodal Surface Transportation Efficiency Act (ISTEA)

ISTEA states that, prior to adopting plans or programs, the MPO or State DOT "shall provide citizens, affected public agencies, representatives of transportation agency employees, private providers of transportation, other affected employee representatives, and other interested parties with a reasonable opportunity to comment" (23U.S.C. 134 and 135). The legislation also

recognizes the diversity of views on transportation issues and investment options. Following is a list of federally mandated PI requirements:

- *Require a minimum public comment period of forty-five (45) days before the PI process is initially adopted or revised.*
- *Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agency employees, private providers of transportation, other interested parties and segments of the community affected by transportation plans, programs and projects (including but not limited to central city and other local jurisdiction concerns).*
- *Provide reasonable public access to technical and policy information used in the development of plans and TIPs and open public meetings where matters related to the Federal-aid highway and transit programs are being considered.*
- *Require adequate public notice of PI activities and time for public review and comment at key decision points, including but not limited to, approval of plans and TIPs (in no attainment areas, classified as serious and above, the comment period shall be at least thirty days for the plan) TIP and major amendment(s).*
- *Demonstrate explicit consideration and response to public input received during the planning and program development processes.*
- *Seek out and consider the needs of those traditionally underserved by existing transportation systems, including but not limited to low-income and minority households.*
- *When significant written and oral comments are received on the draft transportation plan or TIP (including the financial plan) as a result of the PI process, a summary, analysis, and report on the disposition of comments shall be made part of the final plan and TIP.*
- *If the final transportation plan or TIP differs significantly from the one which was made available for public comment by the MPO and raises new material issues which interested parties could not reasonably have foreseen from the PI efforts, and additional opportunity for public comment on the revised plan or TIP shall be made available.*
- *PI processes shall be periodically reviewed by the MPO in terms of their effectiveness in assuring that the process provides full and open access to all.*
- *The FHWA and the FTA will review these procedures during certification reviews for TMAS, and as otherwise necessary for all MPOs, to assure that full and open access is provided to decision-making processes.*
- *Metropolitan PI processes shall be coordinated with statewide PI processes wherever possible to enhance public consideration of the issues, plans, and programs and reduce redundancies and costs.*

To comply with these requirements, it is necessary for MPOs and State DOTs to establish their own continuing PI processes.

III. IMPLEMENTING PUBLIC INVOLVEMENT

Introduction

The Miami-Dade County MPO has adopted this Public Involvement Plan (PIP) to ensure that residents receive appropriate information regarding transportation issues in their community. The PIP also provides the MPO with the tools, procedures, and structure needed to create, implement, and evaluate public involvement programs and projects. This process will allow the MPO to better assess the effectiveness of its outreach efforts, which will lead to the most appropriate application of public involvement strategies.

In order to meet the needs of the dynamic metropolitan area it represents, the PIP requires continuous revision. This working document combines principles from the MPO's Prospectus for Transportation Improvements, the MPO's Public Involvement Effectiveness Evaluation Program, The State of Florida's Sociocultural Effects Evaluation and Strategic Plan, and the MPO Strategic Business Plan.

Key Elements for a Successful PIP

To implement an effective PIP, it is imperative to identify and implement strategies and techniques that will attain the goals and objectives established by the MPO. According to the vision dictated by TEA-21, there are six useful key elements to consider when applying the PIP to a project, study, or required document. They are as follows:

1. *Clearly define the purpose and objectives for initiating a public dialogue on transportation plans, programs, and projects;*
2. *Identify specifically who the affected public and other stakeholder groups are with respect to the plan(s), program(s), and project(s) under development;*
3. *Identify techniques for engaging the public in the process;*
4. *Identify procedures which effectively target affected groups;*
5. *Identify educational and assistance techniques which result in an accurate and full public understanding of the transportation problem, potential solutions, obstacles, and opportunities within various solutions to the problem, and*
6. *Follow through with public agencies demonstrating that decision-makers seriously considered the public's input.*

Carefully considering these six elements before the project begins will help ensure a proactive approach when deciding which techniques and strategies to implement in a project, program, or

study. Successful activities can be included into the PIP if appropriate for the specific project or proposal, and noted deficiencies should be addressed and improved upon.

Public Involvement Process

The MPO strives to implement successful PI programs for programs, or required documents by applying the following procedures:

Setting Goals and Objectives

In order to design and implement effective PI Program, the goals and objectives of each project, study, or required document must be clearly defined. Specific project goals and objectives should also coincide with the main goals and objectives of the MPO's public involvement mission statement.

Review of Previous Public Involvement Plans

To develop the best possible PI program, past projects and case studies should be considered as valuable reference resources. The previous success or failure of the application of PI tools and strategies can help when creating a unique PI program and deciding which tools to utilize. If the project is a required work product of the MPO (TIP, UPWP or LRTP), there is a documented history of the outcome of public involvement activities that can be referred to. Project and program evaluation reports should be considered before and during the development of a plan, project, or program. This will aid in setting milestones and will contribute to the creation of a successful PI program.

Gathering and Documenting Information

When selecting the most appropriate outreach tools and strategies to apply, it is important to make informed decisions. The MPO utilizes the Community Characteristics Project and MPO Public Involvement Database to more efficiently identify, and gather information about the public and stakeholders affected by transportation decisions in Miami-Dade County.

Determining the Affected Community's Characteristics

The Community Characteristics Program (CCP) is a web-based tool at http://gislab.fiu.edu/mpo/ that enables a Public Involvement Officer (PIO) to review the social, economic, and geographic characteristics of an area before PI outreach is initiated. This tool enables the PIO to identify the attitudes and issues facing a community, facilitating PI efforts to conduct more effective outreach, and accomplish stated Title VI goals. The Community Characteristics Project is currently composed of three (3) segments: Web-based GIS system; Community Background Reports; and a "How to Reach Out to the Community" Guide.

The GIS component, developed by the Florida International University Geographic Information Systems and Remote Sensing Center (FIU GISRSC), is extremely important to developing the most effective public information campaign. Planners currently may search for demographic data at the Census block group level, which are aggregated to the geographic boundaries they require. These data include poverty rates and income level, race and ethnicity, age distribution, housing tenure, education level, and percentage of disabled persons. The CCP also complies with the FDOT suggestion that buffers of 100 feet, 200 feet, 500 feet, and one mile be utilized when analyzing the potential effects of a project on the surrounding community. Table 1 depicts Primary and Secondary GIS layers that have been determined necessary for the evaluation of Sociocultural Effects by the FDOT. This helps to accomplish the Sociocultural Effects Evaluations within the ETDM Process Report that has been reviewed and utilized in the creation of the CCP.

TABLE 1: PRIMARY AND SECONDARY GIS LAYERS FOR SOCIOCULTURAL EFFECTS

PRIMARY LAYERS	SECONDARY LAYERS
➢ Total 2000 Population ➢ Total, percent, and density of African Americans ➢ Total, percent, and density of Hispanics ➢ Total, percent, and density of Asians ➢ Total, percent, and density of Native Americans ➢ Total, percent, and density of all other minorities ➢ Population aged 65 or older ➢ Population with income-to-poverty ratio under 125% of poverty status ➢ Total, percent, and density of population that do not speak English ➢ Total, percent, and density of population with disabilities ➢ Age distribution ➢ Household size ➢ Educational level of population aged 25 or older ➢ Vehicles per household ➢ Average household income	➢ Places of worship ➢ Schools ➢ Medical/Health Facilities (Hospitals) ➢ Fire Departments ➢ Intermodal Facilities ➢ Cultural Centers ➢ Police Departments ➢ Community Centers ➢ Social Service Facilities ➢ Civic Centers ➢ Government Buildings ➢ Cemeteries ➢ Community boundaries ➢ Future Land Use Map ➢ Emergency Response Service Zones ➢ Historic Structures ➢ Parks ➢ Transit Routes/ Service Areas ➢ Transportation Disadvantaged Service Plan Data Layers ➢ Population and Employment Forecasts ➢ Bridges ➢ Work Force Development Data ➢ ROW Lines ➢ Business Districts

Florida International University's Metropolitan Center (FIU MC) completed the "How to Reach Out to the Community" Guide that consists of public involvement toolbox strategies, which have been collected, researched, and presented in a standardized format, listing definitions, descriptions,

target demographic group(s), steps needed to implement the strategy, and case studies associated with each strategy, whenever possible.

In addition, Community Background Reports are assessable for each municipality currently established in Miami-Dade County. These Community Background Reports provide boundary definitions and brief narrative information about the origins of the municipality's incorporation as well as contemporary community dynamics and important historical events. This information can be of vital use for public involvement officers who may sometimes need to approach a community that may be unreceptive to public officials due to historical decisions about infrastructure construction.

Selecting the Most Appropriate Outreach Strategy

The goals and objectives, community characteristics, and lessons learned from previous projects should be considered when selecting the most appropriate outreach strategy for a specific project, study, or required document. This will maintain effective and proactive PI programs and ensure that resources are used in the most efficient way possible. The outreach strategy applied in each special project and required document is unique and depends upon the selection and combination of PI techniques applied.

The ability to choose from a variety of outreach activities is essential for ensuring community participation in a dynamic environment. Therefore, the federal government has designed a PI Toolbox, which lists available PI resources. This collection of PI techniques provides building blocks, which can be utilized to tailor effective PI programs. Although one project may not use all PI techniques, the careful use of a variety of these techniques will ensure that plans, designs, and construction phases are in accordance with the needs of the affected community. The MPO utilizes various PI Tools in response to requirements set by TEA-21 objectives. Table 2 shows a list of various PI tools used by the PIO. It also includes the targeted audience and the required work programs that use them. For a complete list of PI Tools please refer to Appendix B.

Documenting Activities and Correspondence

The MPO PI Database stores all correspondence from the public and contains an Agency List, a Citizen Request List, and all Outreach and Media Events. The Agency List consists of over 1,000 businesses and organizations that the PIO can draw from when organizing community outreach events. The Citizen Request List documents all citizen contact with the MPO, including but not limited to, phone calls, emails, faxes, and comment cards. This section includes the citizen's contact information, method of contact, and their concern. Each comment, concern, or question

submitted to the MPO is reviewed and a letter is mailed to the citizen informing them their information will be sent to the appropriate agency. The information is then directed to the agency where the appropriate action or response is taken. Once the request leaves the MPO office, staff requests that the responsible agency send back their response so that it can then be entered into the database. This information can be queried and used to generate reports regarding the citizen's information. Individuals who provide an email address and agree to being placed on the MPO Citizen Distribution List will receive PI information via email.

The database also serves to record outreach and media events. Each outreach and media event that an MPO staff member attends is documented with the event title, location, contact information, and a brief evaluation of the success of the event. This process is useful when planning and reflecting upon past outreach initiatives.

General Outreach Strategies

By 2000, Miami-Dade County's population was approximately 2.253 million (Census, 2000). This number is expected to grow by 39%, to almost three million residents by 2025 (LRTP, 2001). The County's large size, rapid growth rate and changing cultural dynamics must be considered when choosing the most appropriate outreach strategy to apply when performing general outreach activities.

Awareness, Needs, and Accessibility Project

The Awareness, Needs, and Accessibility Project (Project ANA) is a method utilized by the PIO to ensure that the public is provided with an equal opportunity to participate in the planning process. The PIO strategically conducts Community Outreach Events (COEs) in a manner designed to target different sectors of the community. Project ANA's COEs have been classified into following four categories:

- *Citizen Events*– The PIO collaborates with the County Commissioners' Office to attend County Commissioner or local events in each district, examples include: Holiday in the Park, Toy Drives, Citizen Forums, Health Fairs, etc. Attending citizen events is an extremely effective form of outreach that allows the MPO to reach out to the public and provide the PIO with valuable feedback, while simultaneously making the district Commissioner aware of his/her constituents' needs.

- *Business Events*– The PIO coordinates with South Florida Commuter Services to visit businesses and attend various workshops to find out the transportation needs of the employers and employees.

Table 2: Summary of Public Involvement Tools: Miami-Dade Metropolitan Planning Organization

	Target Audience			Public Involvement Tools																
	Citizen	Technical	Business	Community Outreach Events	Quarterly Newsletter	Annual Newsletter	Public Service Announcements	MPO Database	Calendar of Events	MPO Website	Radio	MPO Master Mailing List	Committee Mailing List	Project Specific Mailing List	Meeting Notices	Agency Distribution	Brochures/Maps	Meeting- TV Call-In	Workshops	Publications in Libraries
GENERAL OUTREACH	**X**		**X**	**X**	**X**	**X**	**X**	**X**	**X**	**X**	**X**					**X**	**X**		**X**	**X**
REQUIRED WORK PROGRAMS																				
UPWP	**X**	**X**												**X**	**X**	**X**				
TIP	**X**	**X**			**X**				**X**	**X**			**X**	**X**	**X**	**X**		**X**	**X**	**X**
LRTP	**X**	**X**			**X**		**X**		**X**	**X**	**X**		**X**	**X**	**X**	**X**			**X**	**X**
STUDIES	**X**	**X**	**X**		**X**	**X**			**X**	**X**		**X**	**X**	**X**	**X**	**X**	**X**		**X**	

- *Student Events*– The PIO coordinates with the department of Orientation and Commuter Affairs at Colleges and Universities throughout Miami-Dade County to speak with the student body. The PIO officer then visits the campus and delivers a presentation that provides the students with information about the MPO, informing them of the function and services the organization provides. The objective is to obtain feedback on how transportation can be improved and at the same time educate students about their transportation options.

- *Religious Events*– The PIO works with "The People Acting for Community Together" (PACT) to identify the transportation needs of church citizens and involve them in transportation decision-making process in their community. These events will allow the religious community to share transportation-related issues or concerns that may need to be addressed. Feedback from these events will then be directed to the appropriate transit agency.

COEs are conducted by the PIO within the six planning areas, and are scheduled in a manner that maximizes interagency cooperation and outreach potential (Figure 1). When possible, the PIO utilizes the MPO Public Involvement Database's Agency List. These events provide an opportunity for citizens to adequately provide transportation recommendations and comments to the PIO. Comment cards are made available to be filled out by participants at events with information being input into the MPO Public Involvement Database.

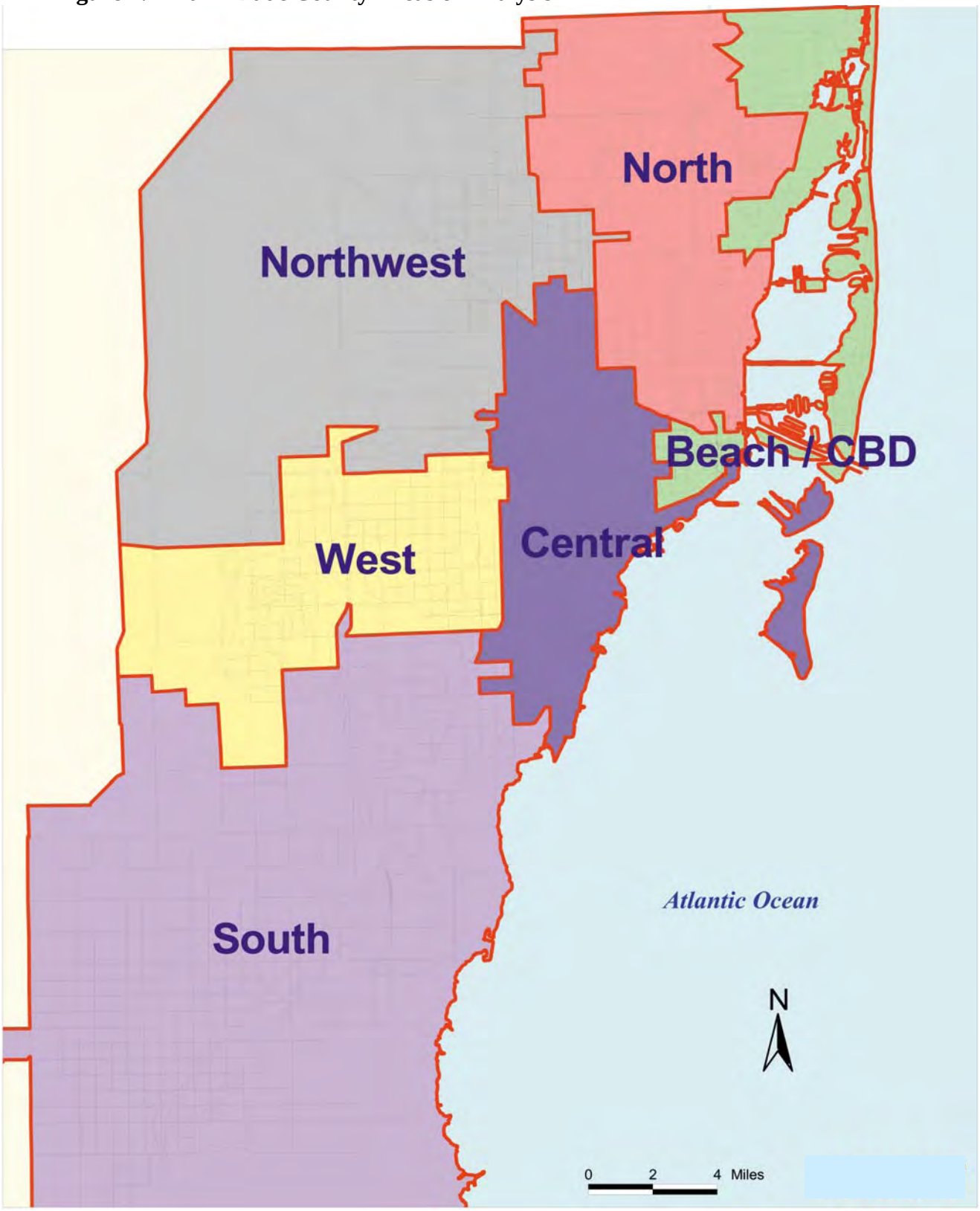
Student Outreach Strategies

The PIO has initiated innovative strategies to include Miami-Dade County's student population in the transportation planning process. The PIO utilizes a method of outreach entitled Project ANA to reach out to student groups. This has led to the development of the Public Service Announcement (PSA) Contest.

To raise awareness among university students, as discussed above, Project ANA targets students at Miami-Dade County universities, specifically incoming freshman. PIO staff members work with local universities to include transportation information at freshman orientation sessions. This project's objective is to educate new students about their transportation options, receive feedback, and make using transport accessible and attractive.

To utilize college students' unique perspective and artistic qualities, a Public Service Announcement (PSA) Competition in which the PIO works with university students around the county to create PSAs for the MPO has been implemented. PSAs are aired in three languages English, Spanish, and Creole on Miami-Dade TV and various local TV stations.

Figure 1: Miami-Dade County Areas of Analysis



The Student Transportation Advisory Committee (STAC) will allow students to sit on the MPO's advisory committees providing a means to incorporate the input of high school students into the transportation planning process.

Bicycle and Pedestrian Program

The MPO's Bicycle and Pedestrian (B/P) Program strives to increase the number of people who bicycle and walk while reducing the number of traffic crashes that involve pedestrians and bicyclists. This program utilizes a variety of PI tools and strategies to inform Miami-Dade County citizens of their transportation options. Through BPAC meetings and community outreach events, the B/P Kiosk, the MPO website and presentations to schools and local organizations, safety information, maps, and future project plans are made available to the public. An E-mail and standard mailing list is maintained for distributing BPAC agendas and other BPAC-related information.

The B/P program coordinates its COEs with local government and non-government safety and health providers, such as the Safe Kids Coalition, the Injury Prevention Coalition, and FDOT's Community Traffic Safety Program. Safety tips, local bike and pedestrian route maps, and MPO materials are distributed at scheduled events. In addition, comment cards are made available and are filled out by citizens to collect feedback from the community, which are later input into the MPO PI Database.

This program also maintains the B/P Kiosk, a display strategically located in the Government Center Metrorail Station. The kiosk is updated daily and is accessible to the public.

The large number of bicyclists and pedestrians at elementary schools make them a target audience for this program's activities. The B/P Program works with the Safe Kids Coalition to coordinate a Walk to School Day event once a year to promote walking and increase pedestrian safety awareness.

Public Involvement Management Team

The Public Involvement Management Team (PIMT) is a committee comprised of all the public participation representatives that work in transportation related agencies in the Miami-Dade County urbanized area. Quarterly meetings are held to develop a means of communication and strengthen collaboration between state, local, and non-government transportation organizations. The goal of the PIMT is to work together to develop countywide public involvement initiatives that

will be effective in reaching out to all County citizens, ensuring the participation of minority and low-income areas.

Tri-County MPO Public Involvement Managers Team

Public Involvement leaders from Miami-Dade, Broward, and Palm Beach County are working together to share ideas and create strategies to reach out to South Florida citizens. The goal of this group is to develop a unified approach to outreach and develop effective strategies that can be implemented in each MPO's respective district.

Local Coordinating Board of Miami-Dade County

The Local Coordinating Board (LCB) identifies local service needs and provides information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System.

Transportation Studies Outreach

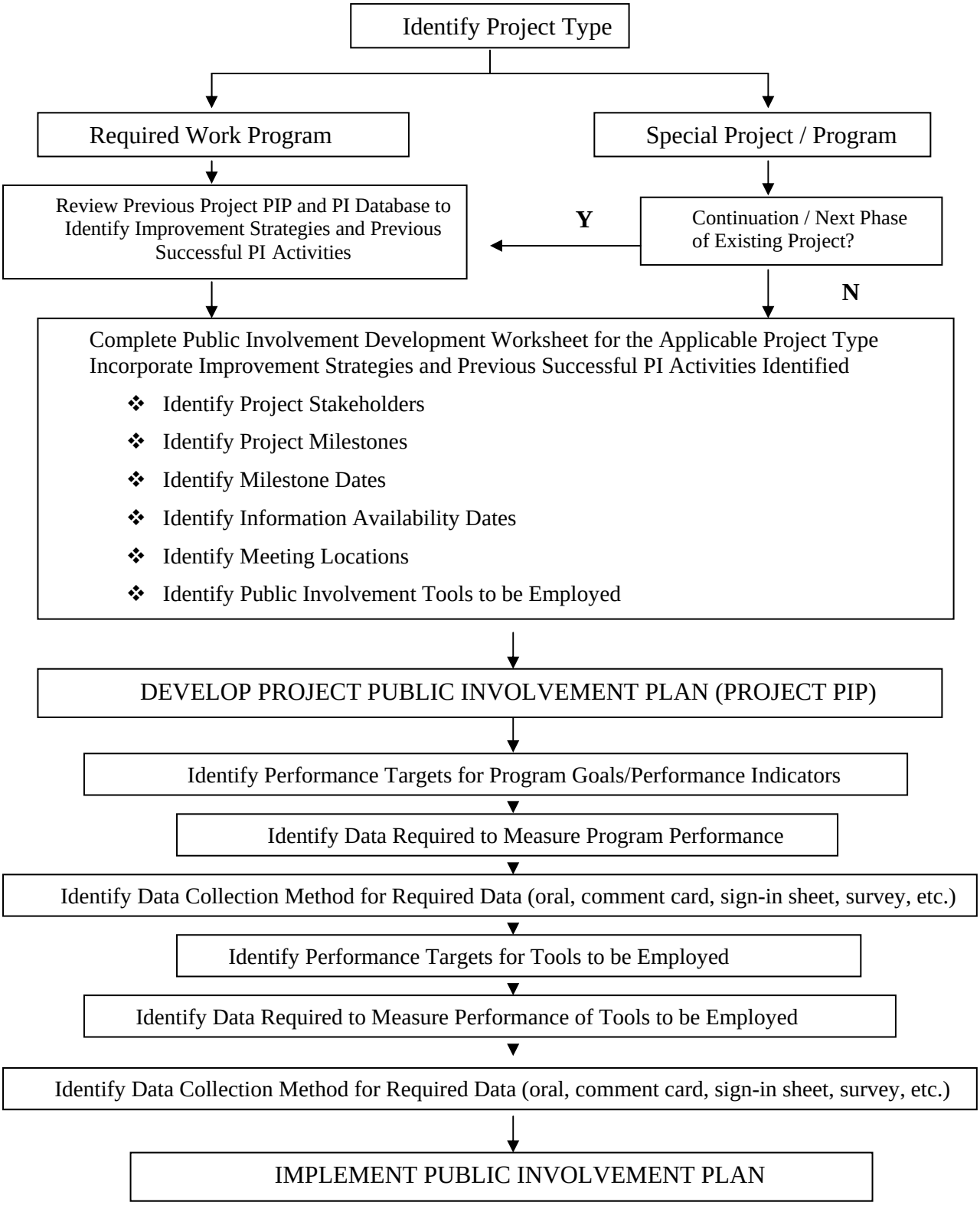
Any major project or study partially funded by the MPO shall include a PI component. When determining the best outreach strategies to implement from the PI Toolbox for the project or study, the CCP results should be reviewed and analyzed. PI activities should then be decided by recognizing the purpose, target area, and other specialized needs as shown in Figure 2.

Required Major Planning Documents

The MPO generates documents such as the Unified Planning Work Program, the Transportation Improvement Plan, and the Long Range Transportation Planning that require public input and community consensus. As a result, they are made available by applying various outreach strategies for the public to review and respond to.

Completion timelines for these documents will vary; therefore they should be evaluated when they have reached the end of their cycle. As with the studies a "PI Development" form is provided to guide the PM in the early determination of which PI strategies should be implemented to address which particular audience (Appendix C). Following is a brief description of the major MPO planning documents including the unique outreach strategies and evaluation processes utilized in each.

FIGURE 2: PROCESS FOR DEVELOPMENT OF PROJECT PUBLIC INVOLVEMENT PLAN



Long Range Transportation Plan

The Long Range Transportation Plan (LRTP) has been developed to guide future transportation investments in Miami-Dade County. The plan assesses socioeconomic data, community demographics, and transportation trends to predict the county's transportation needs for the next twenty to twenty-five years. It contains a list of reasonably feasible surface transportation projects contemplated for construction within the plan period.

Each LRTP has a project cycle which lasts three years. Following is a sequential list of strategies and time frames used to develop the LRTP and maintain a proactive public outreach program:

- *Beginning in the first month of the cycle, on-call meetings and monthly steering committee meetings take place. These tasks are continuously executed throughout the three year duration of the plan.*
- *Commencing as early as the second month of the cycle, plan-related material is posted on the MPO website.*
- *In the fourth and fifth months, the goals, objectives, and policies (GOP's) of the LRTP are refined.*
- *During the fifth through seventh months, the PI Plan and Program is developed.*
- *A series of three promotional brochures is developed and distributed to the public.*
  - *The first brochure serves to promote the LRTP and introduce the plan to the public.*
  - *The second brochure is developed and distributed halfway through the LRTP process in the second year of the cycle. It provides more detailed material including census data, traffic problem areas and possible solutions to traffic problems. This PI tool also invites the public to participate in the LRTP process and encourages feedback from the community.*
  - *The final brochure is developed towards the end of the cycle and serves as the executive summary. It is distributed once the plan is completed.*
- *Six community workshops are held during the fifteenth and sixteenth months of the LRTP cycle.*
- *A public hearing will be held in the nineteenth month and advertisement for the hearing should start approximately five weeks ahead of time.*
- *Executive summary newsletters and newspaper inserts are published after the document has been adopted, during the last two months of the cycle*.
- *LRTP related issues and products will be presented to the Transportation Planning Council and CTAC on at least three separate occasions.*

To comply with the federal regulation's PI and notices, the LRTP allows a minimum of 45-days to include citizen responses and requests into the document. As stated in the GOS section of the

PIP, two outreach events will be conducted in a targeted commissioner's district each month, at which LRTP materials will be discussed and distributed.

Transportation Improvement Program

The Transportation Improvement Program (TIP) prioritizes transportation improvement projects for federal, state and local funding. The TIP puts the LRTP into action. It includes a prioritized listing of transportation improvement projects for the Miami-Dade County region within the next five fiscal years. It must also attempt to meet clean air standards (1990 Clean Air Act Amendments). The TIP not only lists specific projects, but includes the anticipated schedule and cost for each project. It undergoes a series of evaluations, and includes opportunity for public comment. Once compiled, review of the TIP begins and projects receive air quality and environmental justice analyses. During this period of time, there is a 30-day public review. Since the TIP is a dynamic document, projects may be added to meet changing priorities or to take advantage of a special opportunity. For this reason, the TIP may be changed after it is approved, and is amended in order to add, change or delete projects. Amendments to the TIP must undergo the same review and public outreach as the original TIP. Because PI is a critical component of the TIP, outreach strategies are implemented in order to encourage public participation. The most commonly used PI tools are:

- *Radio advertisements, segments and open mic sessions*
- *Distribution of flyers*
- *Newspaper ads and inserts*
- *Televised interactive meetings*
- *Neighborhood and community meetings*
- *Library distribution*
- *Workshops and various community group visitations and awareness sessions*

Since public outreach and access to information is critical to the development of the TIP, the MPO has recently developed an Interactive Transportation Improvement Program (InteracTIP). This innovative web-based technology was designed to automate the development of the TIP every year while at the same time: improving consistency; reformatting the book into a more user-friendly document; developing the ability to create special reports answering questions from the general public as well as public officials; facilitating the analysis of the report; and providing the public with access to information in a meaningful and easy-to-read format via the internet.

Information availability is critical to ensure that the public is able to participate effectively in the transportation planning process. The web-enabled application includes a section entitled "My Neighborhood" which houses the "Transportations Improvement" option that allows users to get a

map or list of transportation projects near a specific location in the county. Project specific information can also be obtained by selecting a project the "Project Page" application.

InteracTIP provides citizens, the business community, and decision-makers with valuable information tool that will educate, engage, and make the public cognizant of the transportation projects affecting their communities.

Unified Planning Work Program

The Unified Planning Work Program (UPWP) describes transportation planning activities for the Miami Urbanized Area scheduled to be completed during each fiscal year or as determined by respective funding sources. The document outlines the planning studies that will support the comprehensive and multimodal TIP approved for the metropolitan area in the LRTP. The UPWP also includes the Municipal Grant Program, whereby municipalities are granted funds to prepare relevant transportation planning studies. The work outlined in the UPWP is to be undertaken in a cooperative manner between state, county, and local municipalities. As a whole, the UPWP outlines planning studies that will assist in further defining the comprehensive and multimodal transportation plans for the area.

To comply with the PI process, Miami-Dade County municipalities are formally requested to review the UPWP prior to its adoption. Citizen participation is ensured through monthly meetings of the Citizens Transportation Advisory Committee and hearings held throughout the community during the program period.

Transportation Disadvantaged Service Plan

The Transportation Disadvantaged Service Plan (TDSP) is a 3-year plan that is updated every year. Although the MPO, along with the Local Coordinating Board, provide direction, input, and review for all documents and grant submittals before being submitted to the Board of County Commissioners and the Commission for the Transportation Disadvantaged, Miami-Dade Transit (MDT) solely prepares the TDSP. MDT is the Community Transportation Coordinator for Miami-Dade County (TD, 2003). At this time, MDT expanded the scope of its coordination to include sponsored and non-sponsored trips for the elderly, children-at-risk, the poor, and the disabled.

The CTC and the MPO have agreed that the CTC is not only responsible for the coordination of the TD, they are also responsible for providing staff to the LCB as well as the preparation of the Annual Operating Report, the Annual Budget Estimate, the Trip/Equipment Grant, and the TDSP, which has to be consistent with other regional plans, such as:

- *The Local Government Comprehensive Plan (s)*
- *The Regional Policy Plan (s)*
- *The Transit Development Plans (where applicable)*
- *The Commission for the Transportation Disadvantaged 5Yr - 20 Yr Plan*
- *MPO Long Range Transportation Plans*
- *Transportation Improvement Programs (where applicable)*

There is no specific public outreach plan for the TDSP, however, CTC staff work with agencies and clients' staff to provide travel transportation training on how to properly use the transit system. They also visit high schools and perform door-to-door activities in order to inform the public, elderly, and disabled about the various transportation options offered to them through TDS.

As a result, agencies are required to produce a monthly report to the CTC to verify compliance and make sure that they are reaching out to the public. The LCB subcommittee, not the MPO, evaluates the CTC annually commenting on the TDSP's performance in regards to outreach strategies, plans or tools. The subcommittee reviews the service standards set by the LCB, and the information provided in the AOR to determine whether or not the CTC has achieved its objectives and is providing cost-efficient, reliable transportation.

Transit Development Program

The Transit Development Program (TDP) is a five-year plan that is prepared by MDT and with input from the MPO. It is updated annually to fulfill State of Florida statutory requirements. This mandate is spelled out under Section 341.0052 and 341.071 of the Florida Statutes. As per state statutes requirement, all "major" updates are to be recorded, included, and published every three years in addition to the yearly update of the TDP. At this time, improvement and changes, which occurred during the past year, are identified as the "Committed Improvement" section, and the "Needs" plan development and evaluation will be updated and identified under the Recommended Service Plan (RSP). The updated TDP document presents the operating environment, committed improvements, an amended 5-year RSP, and financial analysis of proposed transit improvements for the period. While the MPO offers financial assistance to the TDP, it does not perform any PI activities or evaluation process. Therefore, any evaluation of either the program itself or the strategies used for the PIP of that plan is directly related to MDT and OPTM.

MDT has conducted a continuous public outreach effort to support the preparation of the TDP. This effort has focused on principally attending meetings sponsored by various community groups to gain input as to how MDT can improve on its delivery of transit services. Among the tools used

for pubic outreach initiatives are as follow: Community Meetings; Coordination with Workforce Board; and a Tracking Study.

These activities have responded to both specific transit-related projects and/or to broader transit/transportation issues, which would affect the mobility of residents and visitors at the regional, community, or neighborhood levels. The coordinated efforts with the Workforce Board mainly dealt with the Welfare-to-Work Program, which includes the provision of transit service to areas not usually served by MDT. As part of their evaluation process, MDT conducts a tracking study every three years, in order to target attitude changes from both transit users and non-users. The last tracking study was conducted in the year 2000.

Transportation Enhancement Program

The Transportation Enhancement Program (TEP) is a federal program that funds non-traditional transportation projects that are not usually included in roadway projects, such as off-road bicycle and pedestrian trails, landscaping, and the preservation of historic transportation structures. The MPO solicits new projects each year from the public through local governments, the MPO Governing Board members, and individuals that have requested an application or expressed an interest in the TEP in the past. The MPO prioritizes the proposed projects through a TEP review committee and as well as input from the CTAC, BPAC, and TARC committees.

The TEP Project Solicitation package includes a letter from the MPO Secretariat announcing the opening of the application cycle, the application form, the MPO's TEP guidelines, and a TEP brochure describing the program and giving examples of previously funded projects. The letter from the Secretariat includes an invitation to participate in the MPO's TEP workshop where interested parties have the opportunity to ask questions to the MPO and FDOT staff involved in the TEP. All applications received are presented to the public through the CTAC, BPAC, and TARC committees when the projects are prioritized. The projects that are ranked highest by each committee receive extra points in the prioritization process. The final list of prioritized projects is presented to the TPC and approved by the MPO Governing Board.

Congestion Management System

The Congestion Management System (CMS) is a systematic process that provides information on transportation system performance and alternative strategies to alleviate congestion and enhance the mobility of people and goods. A CMS includes methods to monitor and evaluate performance, identify alternative actions, assess and implement cost-effective actions, and evaluate the effectiveness of implemented actions. Both federal and state laws suggest that planning of

transportation facilities should be, primarily, a local responsibility led by MPOs. Therefore, consistent with the recommendations of federal and state regulations as well as the Florida Task Force, the MPO took the lead in developing the CMS within Miami-Dade County. The only roadways within the County not included, are those that have been designated as part of the Florida Intrastate Highway System. Although responsibility for FIHS roads lies with the FDOT, CMS efforts for both the MPO and the State are coordinated. Because CMS is a systematic process that is a decision-making tool for local entities that will analyze and summarize information used in the selection and implementation of cost-effective programs and strategies, there are no outreach plans, mandated in this process. However, in Miami-Dade County, a CMS Steering Committee was created to discuss the guidelines recommended by the Statewide Task Force. A decision was needed to change the name of the local process to Dade County Mobility Management Process. Basically, two reasons contributed for this change:

1. *According to regulations, the CMS is a continuous process, and*
2. *To take a proactive approach to the CMS, a more positive concept would address mobility rather than congestion.*

Therefore, DCCMS will be equivalent to DCMMP. The CMS Steering Committee included representatives from:

- *MPO and CTAC*
- *FDOT*
- *Miami-Dade Public Works Department*
- *Miami-Dade Transit*
- *Miami-Dade Planning & Zoning*
- *Seaport*
- *DERM*
- *School Board*
- Dade League of Cities

IV. Evaluation Methodology

To assess existing and future PI activities, the MPO utilizes the following evaluation methods to better gauge the level of success of its public involvement outreach and ensure compliance with federal agency regulations:

General Outreach Evaluation

In order to maintain up-to-date and effective General Outreach Strategies (GOS), the MPO must continuously evaluate the effectiveness of PI strategies utilized in the transportation planning process. GOSs such as ouitreach events, the Annual and Quarterly MPO newsletters, the MPO website, general information brochures, etc. require an evaluation approach that can be measured on a yearly basis. This annual evaluation assesses the effectiveness of the PI tools and tasks utilized by the MPO in meeting PI goals and objectives. The MPO has identified tools, tasks, and targets by which its PI program will be assessed (Table 3). Each year these tools, tasks, and targets are evaluated against performance indicators and performance targets by the process depicted in Figure 3. The establishment of indicators and targets outline project progression and can help determine deficiencies at an early stage in the project. Each year the MPO updates PI evaluation results using the General Outreach Evaluation Form found in Appendix D. At the end of the each year's implementation period, the previous years' targets are recognized as minimum targets. The results are documented and reviewed, and then project plans are modified accordingly.

Studies and Required Documents Evaluations

Each study (special project) and required documents shall be evaluated by the respective Project Manager either on a yearly basis or at the completion of each project, whichever comes first, and shall meet the goals set by the PIP. PI development forms are provided to help expedite these evaluations, as stated previously, in Appendix C. These forms, conformant to an effective and proactive PIP, should be considered early in the process to provide a valuable means in determining what PI strategies to apply from the beginning.

FIGURE 3: PROCESS FOR PUBLIC INVOLVEMENT PLAN EVALUATION

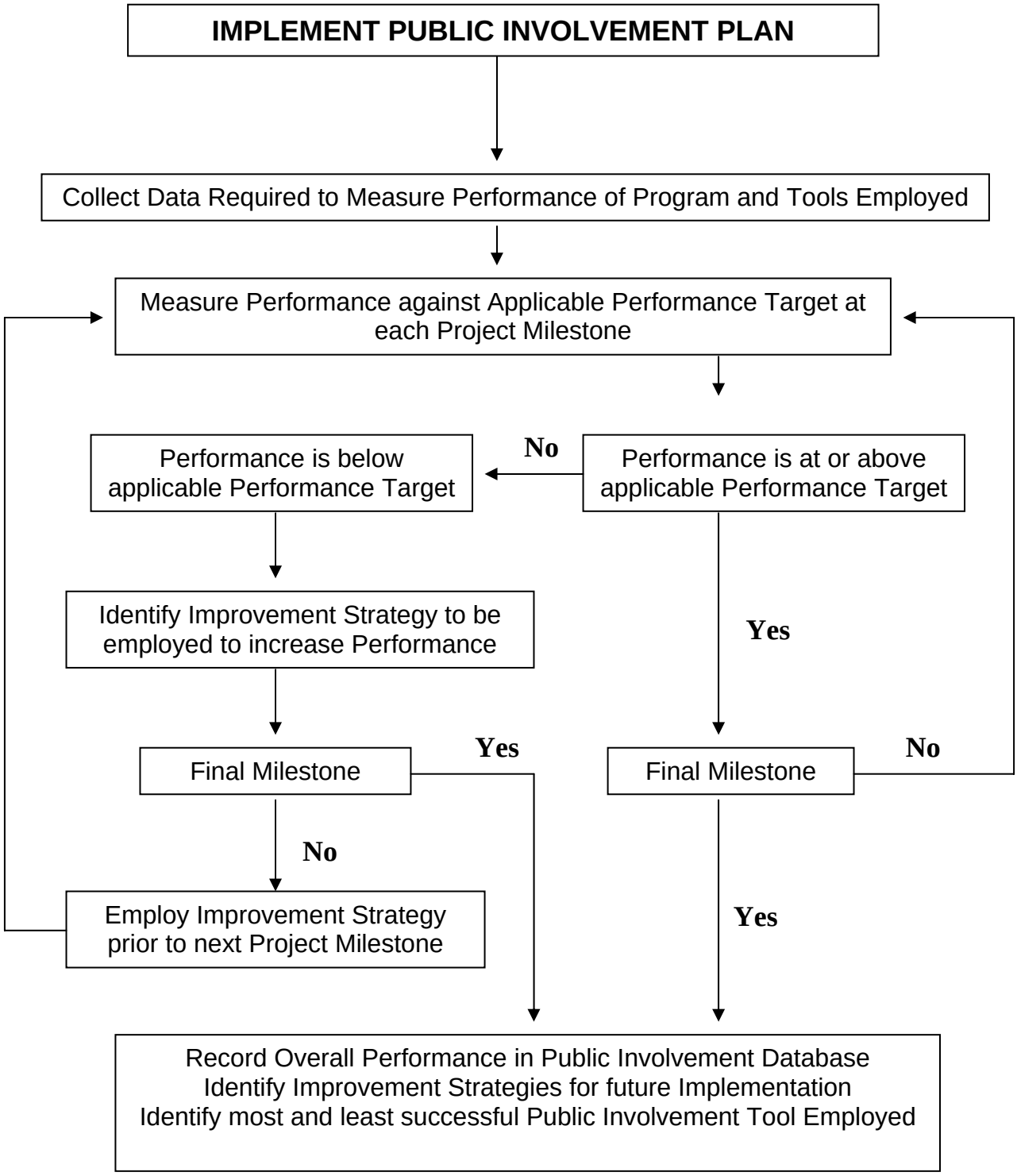


Table 3: MPO Public Involvement Tools, Targets, and Tasks			
Tool	**Task**	**Target**	**Description**
Community Outreach Events	Conduct Community Outreach Events	24	Coordinate with the local transportation agencies and MPO Board Members to participate in their outreach events in the community
	Input MPO Outreach Events in Database	Within 5 days	Verify that community outreach event evaluation forms are complete and properly record in database
Media Relations	Produce and Air MPO materials on Radio and TV Stations	9	Work with Miami-Dade County Communications Department and local radio and TV stations to produce interviews in English, Spanish, and Creole
	Produce and air Public Service Announcements (PSAs) in English, Spanish and Creole	2	Work with MDTV along with local Colleges and High Schools to produce Public Service Announcements (PSAs) and educate the public about MPO and the transportation system
	Press Releases	12	Produce and distribute one (1) Press Release per month for all major MPO activities

Table 3: MPO Public Involvement Tools, Targets, and Tasks

Tool	Task	Target	Description
Newsletters	Produce Three Seasonal Newsletters	a) Distribute 6,000 copies each for a total of 18,000 copies b) Translate newsletter into Spanish and Creole	Develop a Winter, Spring, and Fall newsletter to coincide with the "hot topic" of the quarter
	Produce an Annual Newsletter	a) Increase distribution by 5% yearly b) Translate the newsletter into Spanish and Creole	Prepare the Annual Newsletter which should have a theme and a year in review of various transportation initiatives
	Post Newsletters on MPO Website	100%	Update website to reflect latest Newsletters and up-to-date information
Website	Enhance MPO Website users' experience by creating a more user friendly Website	Increase Website Hits by 5%	Continue to advertise MPO program and making it easier for citizens to efficiently access information

Table 3: MPO Public Involvement Tools, Targets, and Tasks			
Tool	**Task**	**Target**	**Description**
Public Involvement Database	Input comments into MPO Database	Increase by 10% Yearly	Track all correspondence that comes into the office
	Track how comments were Received	100%	Email: Mail: Phone: Fax: Outreach Event: LRTP Workshop: Walk In:
	Establish a protocol promoting prompt response to comments	Maintain 10 Day Response Rate	Take comment cards to outreach events and input information from the public into the database and respond in a timely manner
Public Involvement Management Team (PIMT)	Coordinate quarterly PIMT meetings	Quarterly	Coordinate PIMT meetings to discuss transportation issues with various transportation agencies
Citizens' Transportation Advisory Committee (CTAC)	Prepare CTAC Materials and Minutes	22 Meetings	a) Develop agendas, resolutions and back-up information for each item on agenda b) Prepare Minutes and follow up reports after each meeting and ensure pending issues are addressed c) Respond to all telephone calls and e-mail inquiries regarding agenda items within 1 business day d) Response to all written correspondence regarding agenda items within 3 business days
	Track all Resolutions	100%	Follow-up on all Resolutions by ensuring that the appropriate agencies affected take action and that their responses are communicated back to the Committee in a timely manner

Triennial Evaluation

To comply with Florida Statute 339.175 (see page 2), the Miami-Dade MPO must be recertified every three years. Since project, study, and required document timelines do not necessarily concur with one another, a triennial self evaluation will be performed. This will allow the self evaluation of MPO programs and studies to coincide with the triennial MPO re-certification process. The recertification evaluation will encompass the individual project specific evaluations performed within each three-year period. Results will be presented at the triennial MPO recertification meeting, and will be utilized to determine the effectiveness and ineffectiveness of applied PI strategies and where improvements can be made.

V. Conclusion

Public Involvement incorporates the citizenry into the transportation decision-making process that can potentially affect their neighborhood. It also ensures that MPO planning activities provide an equal opportunity for all citizens to participate, and comply with Title VI specifications. The MPO strives to identify residential, employment, and transportation patterns within the County ensuring that the benefits and burdens of transportation investments can be fairly distributed. Citizen feedback is highly valued by the MPO Board and public opinion is an integral part of the Board's decision-making process.

As the umbrella organization for Miami-Dade County's transportation agencies, the MPO is in a favorable position to collect, disseminate, and implement public opinion into the planning process. The MPO Board collects feedback from citizens through GOSs and the citizen advisory sub-committees: CTAC, BPAC, and TARC. Citizen comments and suggestions are channeled to the appropriate transportation agency, where the concern can be further investigated. Citizen feedback can result in the undertaking of a new study or project, or the termination or modification of an ongoing project or program.

Citizens know the intricacies of their community better than anyone else. It is for this reason that the early involvement of affected neighborhoods is essential in transportation planning. The careful and continuous application of PI strategies throughout the life of a transportation project, program, or study will ensure citizen participation and a successful PI process.

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Appendix A

List of Acronyms

Acronyms

ABE	Annual Budget Estimate
ANA	Awareness, Needs, and Accessibility Project
AOR	Annual Operating Report
BCC	Board of County Commissioners
BPAC	Bicycle/Pedestrian Advisory Committee
CCP	Community Characteristics Project
CMS	Congestion Management System
COE	Community Outreach Events
COG	Council of Government
CTAC	Citizens' Transportation Advisory Committee
CTC	Community Transportation Coordinator
CTD	Commission for the Transportation Disadvantaged
CTF	Community Transportation Forum
DERM	Department of Environmental Management
DOT	Department of Transportation
DCMMP	Dade County Mobility Management Process
FCTS	Florida Coordinated Transportation System
FDOT	Florida Department of Transportation
FHWA	Federal Highway Administration
FIHS	Florida Interstate Highway System
FTA	Federal Transit Agency
GIS	Geographic Information Systems
GOS	General Outreach Strategy
ISTEA	Intermodal Surface Transportation Efficiency Act

LCB	Local Coordinating Board
LRTP	Long Range Transportation Plan
MDT	Miami-Dade Transit
MDTV	Miami-Dade Television
MPO	Metropolitan Planning Organization
PI	Public Involvement
PIP	Public Involvement Plan
PIO	Public Involvement Office
PIEEP	Public Involvement Effectiveness Evaluation Program
PIMT	Public Involvement Management Team
PIP	Public Involvement Plan
PM	Project Manager
PSA	Public Service Announcement
RSP	Recommended Service Plan
STAC	Student Transportation Advisory Committee
STS	Special Transportation Service
TARC	Transportation Aesthetics Review Committee
TD	Transportation Disadvantaged
TDP	Transit Development Program
TDSP	Transportation Disadvantage Service Plan
TEA-21	Transportation Equity Act for the 21st Century
TEP	Transportation Enhancement Program
TIP	Transportation Improvement Program
TMA(s)	Transportation Management Area(s)
TPC	Transportation Planning Council
TPTAC	Transportation Planning Technical Advisory Committee
UPWP	Unified Planning Work Program

Appendix B

Complete List of Public Involvement Tools

Techniques to share information

TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
PRINTED PUBLIC INFORMATION MATERIALS			
● Fact Sheets ● Newsletters ● Brochures ● Issue Papers	● KISS! - Keep It Short and Simple Make it visually interesting but avoid a slick sales look ● Include a postage-paid comment form to encourage two-way communication and to expand mailing list ● Be sure to explain public role and how public comments have affected project decisions. Q&A format works well	● Can reach large target audience Allows for technical and legal reviews ● Encourages written responses if comment form enclosed ● Facilitates documentation of public involvement process	● Only as good as the mailing list/ distribution network ● Limited capability to communicate complicated concepts ● No guarantee materials will be read
INFORMATION REPOSITORIES			
Libraries, city halls, distribution centers, schools, and other public facilities make good locations for housing project-related information	● Make sure personnel at location know where materials are kept ● Keep list of repository items Track usage through a sign-in sheet	● Relevant information is accessible to the public without incurring the costs or complications of tracking multiple copies sent to different people ● Can set up visible distribution centers for project information	● Information repositories are often not well used by the public
TECHNICAL REPORTS			
Technical documents reporting research or policy findings	● Reports are often more credible if prepared by independent groups	● Provides for thorough explanation of project decisions	● Can be more detailed than desired by many participants ● May not be written in clear, accessible language
ADVERTISEMENTS			
Paid advertisements in newspapers and magazines	● Figure out the best days and best sections of the paper to reach intended audience ● Avoid rarely read notice sections	● Potentially reaches broad public	● Expensive, especially in urban areas ● Allows for relatively limited amount of information
NEWSPAPER INSERTS			
A “fact sheet” within the local newspaper	● Design needs to get noticed in the pile of inserts ● Try on a day that has few other inserts	● Provides community-wide distribution of information ● Presented in the context of local paper, insert is more likely to be read and taken seriously ● Provides opportunity to include public comment form	● Expensive, especially in urban areas

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
FEATURE STORIES			
Focused stories on general project-related issues	● Anticipate visuals or schedule interesting events to help sell the story ● Recognize that reporters are always looking for an angle	● Can heighten the perceived importance of the project ● More likely to be read and taken seriously by the public	● No control over what information is presented or how
BILL STUFFER			
Information flyer included with monthly utility bill	● Design bill stuffers to be eye-catching to encourage readership	● Widespread distribution within service area ● Economical use of existing mailings	● Limited information can be conveyed ● Message may get confused as from the mailing entity
PRESS RELEASES			
	● Fax or e-mail press releases or media kits ● Foster a relationship of editorial board and reporters	● Informs the media of project milestones ● Press release language is often used directly in articles Opportunity for technical and legal reviews	● Low media response rate ● Frequent poor placement of press release within newspapers
NEWS CONFERENCES			
	● Make sure all speakers are trained in media relations	● Opportunity to reach all media in one setting	● Limited to news-worthy events
TELEVISION			
Television programming to present information and elicit audience response	● Cable options are expanding and can be inexpensive ● Check out expanding video options on the internet	● Can be used in multiple geographic areas ● Many people will take the time to watch rather than read	● High expense ● Difficult to gauge impact on audience
INFORMATION CENTERS and FIELD OFFICES			
Offices established with prescribed hours to distribute information and respond to inquiries	● Provide adequate staff to accommodate group tours ● Use brochures and videotapes to advertise and reach broader audience ● Consider providing internet access station ● Select an accessible and frequented location	● Provides opportunity for positive media coverage at groundbreaking and other significant events ● Excellent opportunity to educate school children ● Places information dissemination in a positive educational setting Information is easily accessible to the public ● Provides an opportunity for more responsive ongoing communications focused on specific public involvement activities	● Relatively expensive, especially for project-specific use ● Access is limited to those in vicinity of the center unless facility is mobile

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
EXPERT PANELS			
Public meeting designed in "Meet the Press" format. Media panel interviews experts from different perspectives.	● Provide opportunity for participation by general public following panel ● Have a neutral moderator Agree on ground rules in advance ● Possibly encourage local organizations to sponsor rather than challenge	● Encourages education of the media ● Presents opportunity for balanced discussion of key issues ● Provides opportunity to dispel scientific misinformation	● Requires substantial preparation and organization ● May enhance public concerns by increasing visibility of issues
BRIEFINGS			
Use regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate. Normally these groups need speakers. Examples of target audiences: Rotary Club, Lions Clubs, Elks Clubs, Kiwanis, League of Women Voters. Also a good technique for elected officials.	● KISS - Keep it Short and Simple ● Use "show and tell" techniques ● Bring visuals	● Control of information/ presentation ● Opportunity to reach a wide variety of individuals who may not have been attracted to another format ● Opportunity to expand mailing list ● Similar presentations can be used for different groups ● Builds community good will	● Project stakeholders may not be in target audiences ● Topic may be too technical to capture interest of audience
CENTRAL INFORMATION CONTACT			
Identify designated contacts for the public and media	● If possible, list a person not a position ● Best if contact person is local Anticipate how phones will be answered ● Make sure message is kept up to date	● People don't get "the run around" when they call ● Controls information flow ● Conveys image of "accessibility"	● Designated contact must be committed to and prepared for prompt and accurate responses ● May filter public message from technical staff and decision makers ● May not serve to answer many of the toughest questions
CENTRAL INFORMATION CONTACT			
Providing access to technical expertise to individuals and organizations	● The technical resource must be perceived as credible by the audience	● Builds credibility and helps address public concerns about equity ● Can be effective conflict resolution technique where facts are debated	● Limited opportunities exist for providing technical assistance ● Technical experts may counter project information

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Techniques to compile input and provide feedback

TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
INFORMATION HOT LINE			
Identify a separate line for public access to prerecorded project information or to reach project team members who can answer questions/ obtain input	● Make sure contact has sufficient knowledge to answer most project-related questions ● If possible, list a person not a position ● Best if contact person is local	● People don't get "the run around" when they call ● Controls information flow ● Conveys image of "accessibility" ● Easy to provide updates on project activities	● Designated contact must be committed to and prepared for prompt and accurate responses
INTERVIEWS			
One-to-one meetings with stakeholders to gain information for developing or refining public involvement and consensus building programs	● Where feasible, interviews should be conducted in-person, particularly when considering candidates for citizens committees	● Provides opportunity for in-depth information exchange in non-threatening forum ● Provides opportunity to obtain feedback from all stakeholders ● Can be used to evaluate potential citizen committee members	● Scheduling multiple interviews can be time consuming
IN-PERSON SURVEYS			
One-on-one "focus groups" with standardized questionnaire or methodology such as "stated preference"	● Make sure use of result is clear before technique is designed	● Provides traceable data ● Reaches broad, representative public	● Expensive
RESPONSE SHEETS			
Mail-In-forms often included in fact sheets and other project mailings to gain information on public concerns and preferences	● Use prepaid postage ● Include a section to add name to the mailing list ● Document results as part of public involvement record	● Provides input from those who would be unlikely to attend meetings ● Provides a mechanism for expanding mailing list	● Does not generate statistically valid results ● Only as good as the mailing list ● Results can be easily skewed
MAILED SURVEYS & QUESTIONNAIRES			
Inquiries mailed randomly to sample population to gain specific information for statistical validation	● Make sure you need statistically valid results before making investment ● Survey/questionnaire should be professionally developed and administered to avoid bias ● Most suitable for general attitudinal surveys	● Provides input from individuals who would be unlikely to attend meetings ● Provides input from cross-section of public not just activists ● Statistically tested results are more persuasive with political bodies and the general public	● Response rate is generally low ● For statistically valid results, can be labor intensive and expensive ● Level of detail may be limited

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
TELEPHONE SURVEYS/POLLS			
Random sampling of population by telephone to gain specific information for statistical validation	● Make sure you need statistically valid results before making investment ● Survey/Questionnaire should be professionally developed and administered to avoid bias ● Most suitable for general attitudinal surveys	● Provides input from individuals who would be unlikely to attend meetings ● Provides input from cross-section of public, not just those on mailing list ● Higher response rate than with mail-in surveys	● More expensive and labor intensive than mailed surveys
INTERNET SURVEYS/POLLS			
Web-based response polls	● Be precise in how you set up site, chat rooms or discussion places can generate more input than you can look at	● Provides input from individuals who would be unlikely to attend meetings ● Provides input from cross-section of public, not just those on mailing list ● Higher response rate than other communication forms	● Generally not statistically valid results ● Can be very labor intensive to look at all of the responses ● Cannot control geographic reach of poll ● Results can be easily skewed
COMPUTER-BASED POLLING			
Surveys conducted via computer network	● Appropriate for attitudinal research	● Provides instant analyses of results ● Can be used in multiple areas ● Novelty of technique improves rate of response	● High expense ● Detail of inquiry is limited
COMMUNITY FACILITATORS			
Use qualified individuals in local community organizations to conduct project outreach	● Define roles, responsibilities and limitations up front ● Select and train facilitators carefully	● Promotes community-based involvement ● Capitalizes on existing networks ● Enhances project credibility	● Can be difficult to control information flow ● Can build false expectations
FOCUS GROUPS			
Message testing forum with randomly selected members of target audience. Can also be used to obtain input on planning decisions	● Conduct at least two sessions for a given target ● Use a skilled focus group facilitator to conduct the session	● Provides opportunity to test key messages prior to implementing program ● Works best for select target audience	● Relatively expensive if conducted in focus group testing facility
DELIBERATIVE POLLING			
Measures informed opinion on an issue	● Do not expect or encourage participants to develop a shared view ● Hire a facilitator experienced in this technique	● Can tell decision-makers what the public would think if they had more time and information ● Exposure to different backgrounds, arguments, and views	● Resource intensive ● Often held in conjunction with television companies ● 2 – 3 day meeting

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
SIMULATION GAMES			
Exercises that simulate project decisions	● Test "game" before using ● Be clear about how results will be used	● Can be designed to be an effective educational/training technique, especially for local officials	● Requires substantial preparation and time for implementation Can be expensive
TOURS			
Provide tours for key stakeholders, elected officials, advisory group members and the media	● Know how many participants can be accommodated and make plans for overflow ● Plan question/ answer session Consider providing refreshments Demonstrations work better than presentations	● Opportunity to develop rapport with key stakeholders ● Reduces outrage by making choices more familiar	● Number of participants is limited by logistics ● Potentially attractive to protestors
OPEN HOUSES			
An open house to allow the public to tour at their own pace. The facility should be set up with several stations, each addressing a separate issue. Resource people guide participants through the exhibits.	● Someone should explain format at the door ● Have each participant fill out a comment sheet to document their participation ● Be prepared for a crowd all at once - develop a meeting contingency plan ● Encourage people to draw on maps to actively participate ● Set up stations so that several people (6-10) can view at once	● Foster small group or one-on-one communications ● Ability to draw on other team members to answer difficult questions ● Less likely to receive media coverage ● Builds credibility	● Difficult to document public input ● Agitators may stage themselves at each display ● Usually more staff intensive than a meeting
COMMUNITY FAIRS			
Central event with multiple activities to provide project information and raise awareness	● All issues, large and small must be considered ● Make sure adequate resources and staff are available	● Focuses public attention on one element ● Conducive to media coverage ● Allows for different levels of information sharing	● Public must be motivated to attend ● Usually expensive to do it well ● Can damage image if not done well
COFFEE KLATCHES			
Small meetings within neighborhood usually at a person's home	● Make sure staff is very polite and appreciative	● Relaxed setting is conducive to effective dialogue ● Maximizes two-way communication	● Can be costly and labor intensive

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
MEETINGS WITH EXISTING GROUPS			
Small meetings with existing groups or in conjunction with another event	● Understand who the likely audience is to be ● Make opportunities for one-on-one meetings	● Opportunity to get on the agenda ● Provides opportunity for in-depth information exchange in non-threatening forum	● May be too selective and can leave out important groups
COMPUTER-FACILITATED WORKSHOP			
Any sized meeting when participants use interactive computer technology to register opinions	● Understand your audience, particularly the demographic categories ● Design the inquiries to provide useful results ● Use facilitator trained in the technique	● Immediate graphic results prompt focused discussion ● Areas of agreement/disagreement easily portrayed ● Minority views are honored ● Responses are private ● Levels the playing field	● Software limits design ● Potential for placing too much emphasis on numbers ● Technology failure
PUBLIC HEARINGS			
Formal meetings with scheduled presentations offered	● Avoid if possible	● Provides opportunity for public to speak without rebuttal	● Does not foster constructive dialogue ● Can perpetuate an us vs. them feeling
DESIGN CHARRETTES			
Intensive session where participants re-design project features	● Best used to foster creative ideas ● Be clear about how results will be used	● Promotes joint problem solving and creative thinking	● Participants may not be seen as representative by larger public
CONSENSUS BUILDING TECHNIQUES			
Techniques for building consensus on project decisions such as criteria and alternative selection. Often used with advisory committees. Techniques include Delphi, nominal group technique, public value assessment and many others.	● Use simplified methodology ● Allow adequate time to reach consensus ● Consider one of the computerized systems that are available ● Define levels of consensus, i.e. a group does not have to agree entirely upon a decision but rather agree enough so the discussion can move forward	● Encourages compromise among different interests ● Provides structured and trackable decision making	● Not appropriate for groups with no interest in compromise ● Clever parties can skew results ● Does not produce a statistically valid solution ● Consensus may not be reached

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
ADVISORY COMMITTEES			
A group of representative stakeholders assembled to provide public input to the planning process	● Define roles and responsibilities up front ● Be forthcoming with information ● Use a consistently credible process ● Interview potential committee members in person before selection ● Use third party facilitation	● Provides for detailed analyses for project issues ● Participants gain understanding of other perspectives, leading toward compromise	● General public may not embrace committee's recommendations ● Members may not achieve consensus ● Sponsor must accept need for give-and-take ● Time and labor intensive
TASK FORCES			
A group of experts or representative stakeholders formed to develop a specific product or policy recommendation	● Obtain strong leadership in advance ● Make sure membership has credibility with the public	● Findings of a task force of independent or diverse interests will have greater credibility ● Provides constructive opportunity for compromise	● Task force may not come to consensus or results may be too general to be meaningful ● Time and labor intensive
PANELS			
A group assembled to debate or provide input on specific issues	● Most appropriate to show different news to public ● Panelists must be credible with public	● Provides opportunity to dispel misinformation ● Can build credibility if all sides are represented ● May create wanted media attention	● May create unwanted media attention
CITIZEN JURIES			
Small group of ordinary citizens empanelled to learn about an issue, cross examine witnesses, make a recommendation. Always non-binding with no legal standing	● Requires skilled moderator ● Commissioning body must follow recommendations or explain why ● Be clear about how results will be used	● Great opportunity to develop deep understanding of an issue ● Public can identify with the "ordinary" citizens ● Pinpoint fatal flaws or gauge public reaction	● Resource intensive
ROLE-PLAYING			
Participants act out characters in pre-defined situation followed by evaluation of the interaction	● Choose roles carefully. Ensure that all interests are represented. ● People may need encouragement to play a role fully	● Allow people to take risk-free positions and view situation from other perspectives ● Participants gain clearer understanding of issues	● People may not be able to actually achieve goal of seeing another's perspective
SAMOAN CIRCLE			
Leaderless meeting that stimulates active participation	● Set room up with center table surrounded by concentric circles ● Need microphones ● Requires several people to record discussion	● Can be used with 10 to 500 people ● Works best with controversial issues	● Dialogue can stall or become monopolized

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TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
OPEN SPACE TECHNOLOGY			
Participants offer topics and others participate according to interest	● Important to have a powerful theme or vision statement to generate topics ● Need flexible facilities to accommodate numerous groups of different sizes ● Groundrules and procedures must be carefully explained for success	● Provides structure for giving people opportunity and responsibility to create valuable product or experience ● Includes immediate summary of discussion	● Most important issues could get lost in the shuffle ● Can be difficult to get accurate reporting of results
WORKSHOPS			
An informal public meeting that may include a presentations and exhibits but ends with interactive working groups	● Know how you plan to use public input before the workshop ● Conduct training in advance with small group facilitators. Each should receive a list of instructions, especially where procedures involve weighting/ ranking of factors or criteria	● Excellent for discussions on criteria or analysis of alternatives Fosters small group or one-to-one communication ● Ability to draw on other team members to answer difficult questions ● Builds credibility Maximizes feedback obtained from participants ● Fosters public ownership in solving the problem	● Hostile participants may resist what they perceive to be the “divide and conquer” strategy of breaking into small groups ● Several small-group facilitators are necessary
FUTURE SEARCH CONFERENCE			
Focuses on the future of an organization, a network of people, or community	● Hire a facilitator experienced in this technique	● Can involve hundreds of people simultaneously in major organizational change decisions ● Individuals are experts ● Can lead to substantial changes across entire organization	● Logistically challenging ● May be difficult to gain complete commitment from all stakeholders ● 2 — 3 day meeting

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Appendix C

MPO Public Involvement Development Forms:
Transportation Studies Development Form
Required Documents Development Form

Miami-Dade Metropolitan Planning Organization
Public Involvement Development
Transportation Studies/ Programs

Project Name: _____ Date PIP Prepared: _____

Project Boundaries: _____ Prepared by: _____

Brief Description: _____

Goal: Public Involvement Program is Proactive

A.	**Identify Project Stakeholders**	**Prior Participation (Y/N)**
	All Residents within Project Boundaries	
	Community Groups within Project Boundaries:	
	Business/ Economic Development Groups within Project Boundaries:	

Goal: Complete Information is Available to the Public

A. Distribute information at each project milestone in written, oral and electronic format.
B. Make information available in alternative formats within 5-days of a request.
C. Make information available in English, Spanish (and Creole when needed).
D. Prepare a comment card for distribution at project meetings/ where information is available to identify project understanding.

Goal: Information is Made Available in a Timely Manner

A.	**Identify Project Milestones**	**Date**
	1	
	2	
	3	
	4	
	5 MPO Governing Board Action	

B. Identify date 30 days prior to milestone at which time information will be available to all stakeholders.

Project Milestones	**Public Involvement Tools Utilized**
1	
2	
3	
4	
5	

C. Identify stakeholders that are targeted by each tool.

Public involvement tools utilized	Stakeholders
1	
2	
3	
4	
5	

Goal: The Public has Full Access to Key Decisions

A. Identify location within study boundaries where meetings will be held.

Location	**Date**
1	
2	
3	

B. Record meeting attendance.

C. Prepare and collect comment card at each meeting that identifies stakeholder association. Survey all calls received to identify stakeholder association.

D. Record percent of meeting participants that provide oral or written comments at the end of each meeting. Record number of phone calls received.

Goal: Involvement Commences Early and is Continuing

A. Identify the number of project milestones at which information is to be provided. Describe the information to be provided.

Milestone	Type of Information
1	
2	
3	
4	
5	

B. Maintain a list of participants/ meeting attendees and identify continuing attendance.

Miami-Dade Metropolitan Planning Organization
Public Involvement Development

Required Work Program

TIP _____ Date PIP Prepared: _____

UPWP ☐ _____ Prepared by _____

LRTP ☐ _____

Goal: Public Involvement Program is Proactive

A. **Identify Project Stakeholders**	**Prior Participation (Y/N)**
Citizens Transportation Advisory Committee (CTC)	Yes

Goal: Complete Information is Available to the Public

A. Distribute information at each project milestone in written, oral and electronic format.
B. Make information available in alternative formats within 5-days of a request.
C. Make information available in English, Spanish (and Creole when needed).
D. Prepare a comment card for distribution at project meetings/ where information is available to identify project understanding.

Goal: Information is Made Available in a Timely Manner

A. **Identify Project Milestones**	**Date**
1	
2	
3	
4	
5 MPO Action	

B. Identify date 30 days prior to milestone at which time information will be available to all stakeholders.

Project Milestones	**Public Involvement Tools Utilized**
1	

2 _____ _____

3 _____ _____

4 _____ _____

5 _____ _____

C. Identify stakeholders that are targeted by each tool.

Public involvement tools utilized	**Stakeholders**
1 _____	_____
2 _____	_____
3 _____	_____
4 _____	_____
5 _____	_____

Goal: The Public has Full Access to Key Decisions

A. Identify location within each of the six (6) Planning Districts where meetings will be held.

Location	**Date**
1 _____	_____
2 _____	_____
3 _____	_____
4 _____	_____
5 _____	_____
6 _____	_____

B. Record meeting attendance.

C. Prepare and collect comment card at each meeting that identifies stakeholder association. Survey all calls received to identify stakeholder association.

D. Record percent of meeting participants that provide oral or written comments at the end of each meeting. Record number of phone calls received.

Goal: Involvement Commences Early and is Continuing

A. Identify the number of project milestones at which information is to be provided. Describe the information to be provided.

Milestone	**Type of Information**
1	
2	
3	
4	
5	

B. Maintain a list of participants/ meeting attendees and identify continuing attendance.

Appendix D
General Outreach Evaluation Form

MPO Public Involvement General Outreach Evaluation Form

Tool	Task	Target	Description	7/1/03 to 6/30/04 (Base Year)	7/1/04 to 6/30/05	7/1/05 to 6/30/06
Community Outreach Events	Conduct Community Outreach Events	24	Coordinate with the local transportation agencies and MPO Board Members to participate in their outreach events in the community	27	31	
	Input MPO Outreach Events in Database	Within 5 days	Verify that community outreach event evaluation forms are complete and properly record in database	100%	100%	
Media Relations	Produce and Air MPO materials on Radio and TV Stations	9	Work with Miami-Dade County Communications Department and local radio and TV stations to produce interviews in English, Spanish, and Creole	10	18	
	Produce and air Public Service Announcements (PSAs) in English, Spanish and Creole	2	Work with MDTV along with local Colleges and High Schools to produce Public Service Announcements (PSAs) and educate the public about MPO and the transportation system	2	3	
	Press Releases	12	Produce and distribute one (1) Press Release per month for all major MPO activities	7	16	

Tool	Task	Target	Description	7/1/03 to 6/30/04 (Base Year)	7/1/04 to 6/30/05	7/1/05 to 6/30/06
Newsletters	Produce Three Seasonal Newsletters	a) Distribute 6,000 copies each for a total of 18,000 copies b) Translate newsletter into Spanish and Creole	Develop a Winter, Spring, and Fall newsletter to coincide with the "hot topic" of the quarter	a) 18,000 copies b) Translated all to Spanish and Creole	a) 18,000 copies b) Translated all to Spanish and Creole	
	Produce an Annual Newsletter	a) Increase distribution by 5% yearly b) Translate the newsletter into Spanish and Creole	Prepare the Annual Newsletter which should have a theme and a year in review of various transportation initiatives	a) 600,000 b) Translated into Spanish and Creole	a) 630,000 b) Translated into Spanish and Creole	
	Post Newsletters on MPO Website	100%	Update website to reflect latest Newsletters and up-to-date information	100%	100%	
Website	Enhance MPO Website users' experience by creating a more user friendly Website	Increase Website Hits by 5%	Continue to advertise MPO program and making it easier for citizens to efficiently access information	NA	523,544	

Tool	Task	Target	Description	7/1/03 to 6/30/04 (Base Year)	7/1/04 to 6/30/05	7/1/05 to 6/30/06
Public Involvement Database	Input comments into MPO Database	Increase by 10% Yearly	Track all correspondence that comes into the office	394	484	
	Track how comments were Received	100%	Email: Fax: LRTP Workshop: Mail: Outreach Event: Phone: Walk In:	69 2 0 56 185 83 3	106 1 22 75 185 95 1	
	Establish a protocol promoting prompt response to comments	Maintain 10 Day Response Rate	Take comment cards to outreach events and input information from the public into the database and respond in a timely manner	100%	100%	
Public Involvement Management Team (PIMT)	Coordinate quarterly PIMT meetings	Quarterly	Coordinate PIMT meetings to discuss transportation issues with various transportation agencies	4	6	

Tool	Task	Target	Description	7/1/03 to 6/30/04 (Base Year)	7/1/04 to 6/30/05	7/1/05 to 6/30/06
Citizens' Transportation Advisory Committee (CTAC)	Prepare CTAC Materials and Minutes	22 Meetings	a) Develop agendas, resolutions and back-up information for each item on agenda b) Prepare Minutes and follow up reports after each meeting and ensure pending issues are addressed c) Respond to all telephone calls and e-mail inquiries regarding agenda items within 1 business day d) Response to/acknowledge all written correspondence regarding agenda items within three business days	23	23	
	Track all Resolutions	100%	Follow-up on all CTAC Resolutions by ensuring that the appropriate agencies affected by the Resolutions take action and that their responses are communicated back to the Committee in a timely manner	100%	100%	